



Las Vegas Valley Water District
Southern Nevada Water Authority
Springs Preserve™

FOR IMMEDIATE RELEASE

March 18, 2020

Contact: Bronson Mack

Phone: (702) 822-8543

Cell: (702) 249-5518

~ MEDIA ALERT ~

LVVWD and SNWA Issues Customer Warning

About Utility Impersonators

LAS VEGAS (March 18) – In light of the current COVID-19 outbreak, the Las Vegas Valley Water District (LVVWD) and Southern Nevada Water Authority (SNWA) have suspended all residential and commercial site visits, which usually occur in conjunction with water conservation programs, site evaluations or other educational-based conservation efforts.

The LVVWD and SNWA are aware of reports about nefarious individuals impersonating different utility workers to gain entry to homes.

In an abundance of caution, LVVWD and SNWA are issuing notice to all customers and Valley residents that **water utility personnel will not knock on customer doors unannounced; will not request customers open the doors to their homes; and will not request customers to sign any documents.**

For easier public identification, LVVWD and SNWA personnel drive official vehicles clearly marked with the LVVWD's blue-and-yellow logo or the SNWA's waterdrop logo. Furthermore, personnel always wear a photo ID badge with the logo in plain view.

Customers can get help in verifying whether individuals who visit a home are LVVWD or SNWA employees by visiting **lvvwd.com** or calling LVVWD Customer Care Associates at **(702) 870-4194** during modified business hours (Monday-Friday, 8 a.m.- 5 p.m.).